

# NEW ZEALAND TOURISM PRODUCTS: OPERATING UPDATES



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## Introduction

We are living in challenging times, which continue to bring major upheaval to the global tourism industry.

New Zealand has been affected too. And while our industry has shown great resilience with most experiences remaining operational and many new products opening, the landscape has changed.

This e-book aims to keep you as up to date as possible in this dynamic environment – as new products are launched and sadly, as some close their doors.

New Zealand's regional tourism organisations are experts on products in their regions, so we've included links to the Regional Toolkit and their websites for further information.

We will be updating this e-book quarterly. If you are aware of any changes that are not listed here, please email us at [traveltradenews@tnz.govt.nz](mailto:traveltradenews@tnz.govt.nz) with any updates.

Ngā mihi

Tourism New Zealand Trade Team

## Contents

New Operator & Products	<b>3</b>
Operator Closures	14
Regional Tourism Organisations (RTOs)	<b>20</b>
Covid Clean	<b>22</b>

## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Aqua Restaurant	Northland	Located inside the Hundertwasser Art Centre, the Aqua Restaurant and Bar is one of the most iconic eateries in the north.	Sarah.Archer@northlandnz.com	No
Barefoot Sailing Adventures Lagoon Bay Cruise	Northland	This four-hour cruise is perfect for visitors who are a little short on time but want an unforgettable sailing adventure.	Sarah.Archer@northlandnz.com	Yes
Coastal E-Bikes	Northland	Coastal eBikes Mangawhai provides top of the line stylish electric bikes.	Sarah.Archer@northlandnz.com	No
Kamo Wildlife Sanctuary	Northland	Home to lions, tigers, leopards, and a cheetah, visiting the sanctuary is an awe-inspiring experience.	Sarah.Archer@northlandnz.com	No
Loco	Northland	LOCO is Whangarei's newest, coolest, hippest bar eatery.	Sarah.Archer@northlandnz.com	No
Ngawha Springs	Northland	We invite you to bathe in the healing waters at Ngawha Springs and let the ancient energy revitalise your senses while the minerals from deep in the earth permeate your body.	Sarah.Archer@northlandnz.com	Yes
Te Ahurea	Northland	<b>Ngāti Rēhia</b> invites you to <b>Te Ahurea, a unique Māori cultural</b> and historical experience that will take you on an ancient, contemporary, and futuristic journey through time.	Sarah.Archer@northlandnz.com	Yes
The Huts Pop Up	Northland	4 x 4 Suzuki vehicles with retrofitted roof top tent, Dehei bedding and portable gas cooking facilities.	Sarah.Archer@northlandnz.com	Yes
The New Zealand Electric Boat Co.	Northland	We offer a range of high-quality, silent electric boats for hire on the beautiful Kerikeri river.	Sarah.Archer@northlandnz.com	Yes
Winery Experiences at The Landing	Northland	This exclusive tour includes a private boat transfer, a tour of The Landing including historical sites and the vineyard, before enjoying a wine tasting, two-course lunch, and winery tour.	Sarah.Archer@northlandnz.com	Yes
Yukon Dive	Northland	As a small independently run operation with smaller groups of divers, Yukon Dive can tailor the diving to suit the level of experience.	Sarah.Archer@northlandnz.com	Yes
All Blacks Experience	Auckland	Learn the story and feel the passion behind the All Blacks haka on a 45-minute guided tour. Visitors can also test their rugby skills against All Blacks and Black Ferns in our hands-on, interactive zone.	fiona.doyle@aucklandnz.com	Yes
Auckland Town Hall Tours	Auckland	Knowledgeable tour guides share the fascinating history of this iconic landmark on a one-hour tour.	fiona.doyle@aucklandnz.com	Yes
Hīkoi to Britomart: Contemporary Māori street art	Auckland	<b>Walking tour of contemporary Māori street art.</b>	fiona.doyle@aucklandnz.com	Yes

## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Hotel Fitzroy	Auckland	Located in the central Auckland suburb of Ponsonby, the hotel offers a complimentary mini-bar and complimentary hors d'oeuvres and drinks served in the Library	fiona.doyle@aucklandnz.com	Yes
Imagine Beach Road	Auckland	Hotel located on Beach Road in the CBD. Offers Studio, Studio Executive, and Interconnecting Studio rooms, complimentary WiFi, 24-hour reception, daily or weekly servicing options.	fiona.doyle@aucklandnz.com	Yes
Kiwi Tuk Tuk	Auckland	Custom itinerary Waiheke Island Tours on Tuk Tuks.	fiona.doyle@aucklandnz.com	Yes
Nesuto Stadium Hotel and Apartments	Auckland	The hotel is located near the Britomart precinct in the CBD and offers stylish and spacious hotel and apartment-hotel accommodation, ideal for business or leisure.	fiona.doyle@aucklandnz.com	Yes
QT Auckland (hotel)	Auckland	The hotel is located on the Waterfront in Central Auckland. It offers a signature restaurant run by Sean Connolly, and has a rooftop bar with Viaduct views	fiona.doyle@aucklandnz.com	Yes
Ramada Hotel & Suites Newmarket	Auckland	One and two-bedroom apartments with full kitchens and in-room laundry facilities. Rooms have complimentary high-speed internet access and car parking is available.	fiona.doyle@aucklandnz.com	Yes
Sofitel Auckland Viaduct Harbour	Auckland	The hotel has undergone refurbishments including privilege services for guests, new restaurant, Champagne bar, café, and a new-looks spa.	fiona.doyle@aucklandnz.com	Yes
Sudima Auckland City	Auckland	The 4.5-star hotel offers many rooms with a harbour view. The property also has a Lobby Restaurant & Bar plus a rooftop bar.	fiona.doyle@aucklandnz.com	Yes
The Civic Tours	Auckland	Knowledgeable guides <b>share the atmospheric theatre's</b> fascinating history on this one-hour tour.	fiona.doyle@aucklandnz.com	Yes
The Hotel Britomart	Auckland	The Hotel Britomart is located within the Britomart precinct in the CBD. It is 100% non-smoking, and is New Zealand's first 5 Green-Star rated building, holding a 5 Green Star Hotel accreditation from the New Zealand Green Building Council.	fiona.doyle@aucklandnz.com	Yes
The Park Hyatt Auckland	Auckland	<b>Park Hyatt offers glamorous views of the Waitematā Harbour</b> and has a stunning lookout of Wynyard Quarter's Lighter Basin. The hotel includes 4 restaurants and bars and a 25m infinity pool.	fiona.doyle@aucklandnz.com	Yes
Toi Tū Toi Ora: Contemporary Māori Art - Auckland Art Gallery	Auckland	<b>Toi Tū Toi Ora: Contemporary Māori Art</b> will be the largest exhibition in the 132-year history of Auckland Art Gallery Toi o Tāmaki.	fiona.doyle@aucklandnz.com	Yes

## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Travelodge Hotel Auckland Wynyard Quarter	Auckland	Positioned in the middle of the action in the fast-developing Wynyard Quarter precinct.	fiona.doyle@aucklandnz.comYes	
Weta Workshop Unleashed	Auckland	Part film set. Part creative workshop. But all is not what it seems.	fiona.doyle@aucklandnz.com	Yes
White Glove Experiences	Auckland	Offers a range of unique, fun, and inspiring events.	fiona.doyle@aucklandnz.com	Yes
Bird on a Wire	Waikato	Restaurant with good vibes and free-range rotisserie chicken.	amber@waikatonz.com	No
Cornerstone Kitchen	Waikato	Cornerstone Kitchen at Cornerstone Alpacas.	amber@waikatonz.com	No
Cheetahs at Hamilton Zoo	Waikato	Hamilton Zoo has welcomed four Cheetah boys into the zoo whānau. Arriving fresh from Australia in April 2021, Radi, Bomani, Manni and Denzel have settled into their new home and are now on display to the public.	amber@waikatonz.com	No
Raglan Boat Chargers - Morning Cruise	Waikato	Raglan Boat Charters has launched a morning scenic harbour cruise in addition to their already popular sunset cruise.	amber@waikatonz.com	Yes
Sentinel Café	Waikato	<b>Sentinel Café is in the heart of Hamilton's CBD.</b>	amber@waikatonz.com	No
Bites of the Bay	Bay of Plenty	Take a guided tour around the Bay of Plenty and meet the artisan food and beverage producers that help make this region a foodie's delight.	loretta@bayofplentynz.com	Yes
BaseCamp venue at Secret Spot	Rotorua	BaseCamp is a lux safari tent located at Secret Spot Hot Tubs with seating for up to 70 people indoors.	Lou.Baddiley@rotoruaNZ.com	No
Geyser by Night at Te Puia	Rotorua	For the first time ever, <b>Te Puia's</b> geothermal valley is revealed under night skies, providing a multi-sensory experience that makes Geyser by Night truly remarkable.	Lou.Baddiley@rotoruaNZ.com	Yes
Hui E! Kai E! and Makue! Kai E! at Tamaki Māori Village	Rotorua	<b>Tamaki Māori Village</b> offers two new interactive and immersive experiences where visitors <b>prepare what is possibly the world's</b> first fried-bread burger. <b>While dining with your hosts, you'll be</b> entertained and enlightened by stories of new and old.	Lou.Baddiley@rotoruaNZ.com	Yes
Kokako Retreat	Rotorua	Kokako Retreat is a luxurious, off-grid glamping experience surrounded by native forest and farmland.	Lou.Baddiley@rotoruaNZ.com	No
Mt Tarawera Volcanic Crater Experience	Rotorua	<b>Kaitiaki Adventure's</b> new 6.5-hour Mt Tarawera Volcanic Crater Experience is a culturally steeped guided hiking expedition.	Lou.Baddiley@rotoruaNZ.com	Yes



## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Round Trip - Waimangu Volcanic Valley	Rotorua	Round Trip is a multi-destination tour through Waimangu Volcanic Valley, Totally Tarawera, and the Buried Village of Te Wairoa.	Lou.Baddiley@rotoruaNZ.com	No
Steaming Cliffs Kayak Tour on Lake Rotomahana	Rotorua	Paddle on magnificent Lake Rotomahana on this guided kayak tour.	Lou.Baddiley@rotoruaNZ.com	-
Trubridge Horoeke Lantern at Redwoods Treewalk & Nightlights	Rotorua	Trubridge Horoeke Lantern, created by David Trubridge, is an impressive wood structure towering 9-metres tall and suspended 15-metres from the ground at Redwoods Treewalk.	Lou.Baddiley@rotoruaNZ.com	Yes
Volcanic Air - Floatplane remote hot pools /bathing experience	Rotorua	A 2-hour remote hot pool bathing experience at the Rotoiti hot pools.	Lou.Baddiley@rotoruaNZ.com	Yes
Volcanic Air - Helicopter Volcanic Heli Hike - Tarawera falls	Rotorua	This is an approximate 6.5 hours tour incorporating the popular Helicopter Mount Tarawera landing with an approximate 3.5 hours hike to the beautiful Tarawera falls.	Lou.Baddiley@rotoruaNZ.com	Yes
V-Force at Velocity Valley	Rotorua	V-Force is a reverse bungy that sends you 45ms (148ft) skyward at speeds up to 80kmp/h (50mi/h).	Lou.Baddiley@rotoruaNZ.com	Yes
Whaka e-Bike Trail Experience	Rotorua	Whakarewarewa - <b>The Living Māori Village</b> together with Electric Bike Rentals Rotorua offers visitors an exclusive Whaka E-Bike Trail experience into the Whakarewarewa Valley Reserve.	Lou.Baddiley@rotoruaNZ.com	Yes
Dropzone at the Landing	Lake Taupō	Family entertainment including tenpin bowling, trampoline park, Ninja course, arcade, indoor playground, and cafe.	Amanda@lovetaupo.com	No
Jimmy Coops Lakehouse	Lake Taupō	Jimmy Coops Lakehouse serves craft beer and burgers.	Amanda@lovetaupo.com	No
Positive Kaibrations	Lake Taupō	Focusing on delicious vegan and vegetarian fare.	Amanda@lovetaupo.com	No
The Dance Club	Lake Taupō	<b>Taupō's newest nightlife spot.</b>	Amanda@lovetaupo.com	No
The Huts Pop Ups	Lake Taupō	Four fully themed escape rooms.	Amanda@lovetaupo.com	No
Waihaha Great Lake Trails – one day MTB package	Lake Taupō	<b>Experience an epic day of mountain biking on one of Taupō's</b> exhilarating Grade 3 trails. The package includes meals, transfers, and full suspension e-bike hire.	Amanda@lovetaupo.com	No
Bradley's Garden Mini-Putt Golf	Ruapehu	Unique 9-holes of outdoor mini-putt golf fun.	mahalee@visitruapehu.com	No
Camokai Takeaways	Ruapehu	Takeaway food truck in National Park Village across from SkiBiz.	mahalee@visitruapehu.com	No

## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Camp Epic - Glamping on the Timber Trail	Ruapehu	19 luxury tents, fully equipped kitchen/dining area and possibly the best showers in New Zealand.	mahalee@visitruapehu.com	Yes
Fly Fishing by Jet Boat with Blazing Adventures	Ruapehu	Unique fly fishing experience with an exhilarating jet boat ride down the Whanganui River into remote, untouched fishing spots alongside a local NZ fly-fishing champion.	mahalee@visitruapehu.com	Yes
Guided Cultural Canoe journeys with Owhango Adventures	Ruapehu	Single or multi-day guided canoe journeys with your own local cultural navigator on a uniquely designed canoe waka with options for meals and accommodation.	mahalee@visitruapehu.com	Yes
Kai Nui Eatery and Coffee Cart	Ruapehu	New eatery and coffee cart in downtown Taumarunui.	mahalee@visitruapehu.com	No
Mountains to Sea Ngā Ara Tūhono Cycle Trails upgrade	Ruapehu	Major upgrades and improved maintenance of several cycle trails on the Mountains to Sea Cycle Trail.	mahalee@visitruapehu.com	No
Ohakune Disc Golf	Ruapehu	Nine disc golf hole course located in the Mangawhero Reserve.	mahalee@visitruapehu.com	No
Rhine of the Pacific tours at Forgotten World Adventures	Ruapehu	Travel the navigable length of the Whanganui River named in times gone by as the "Rhine of the Pacific". A three-night, four-day journey into our past but with a modern luxurious twist.	mahalee@visitruapehu.com	Yes
Sauna, spa, and massage at Snowman Lodge and Spa	Ruapehu	Traditional sauna, private spa, massage, and authentic Thai cuisine at Snowman Lodge and Spa.	mahalee@visitruapehu.com	No
Studio pods at Plateau Lodge	Ruapehu	Self-contained studio pods at Plateau Lodge, National Park Village	mahalee@visitruapehu.com	Yes
Te Awa Glamping	Ruapehu	Riverside glamping escape on the banks of the Whanganui River with a custom-designed, one-of-a-kind, eco explorer tent.	mahalee@visitruapehu.com	No
The Chef's Table at Blue Duck Station	Ruapehu	A remote, refined, conservation-focused restaurant experience.	mahalee@visitruapehu.com	No
The Old Post Office Lodge	Ruapehu	The property has undergone a substantial renovation that now provides lavish art-deco-styled 7-bedroom accommodation featuring opulent decor including untold fascinating memorabilia.	mahalee@visitruapehu.com	Yes
Timber Trail Lodge Meeting Room	Ruapehu	A private meeting space for up to 20 people, this is an ideal venue for team meetings and retreats at Timber Trail Lodge.	mahalee@visitruapehu.com	Yes
Thorn Ohakune	Ruapehu	Boutique espresso and lunch bar in central Ohakune.	mahalee@visitruapehu.com	No
Toastie Ohakune	Ruapehu	Serving toasties, doughnuts, coffee, and organic soda.	mahalee@visitruapehu.com	No

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Product Name	Region	Description	Contact Details	Commissionable for Trade
Wellness and Holistic Retreats at Snowy Waters Lodge	Ruapehu	Bespoke wellness, yoga and healing sessions for visitors who are new to wellness practices or well experienced.	mahalee@visitruapehu.com	Yes
Wild Forest Collective - Ohakune	Ruapehu	Offering local and exotic goods, clothing, home-decor, self-care products, services, and workshops.	mahalee@visitruapehu.com	No
Kopiko Aotearoa	Taranaki	A 1,070km bike packing route across the North Island from East Cape in Tairāwhiti to Cape Egmont in Taranaki (or reverse).	jo@venture.org.nz	No
Puketi – The Fitness Trail	Taranaki	The Fitness Trail is a gym circuit in natural surrounds through the Valley of the Giants in Pukeiti.	jo@venture.org.nz	No
Quail's Nest Eatery	Taranaki	Chic and cosy eatery with a seasonal all-day menu.	jo@venture.org.nz	No
State Bistro	Taranaki	Restaurant featuring classic dishes with the chef drawing on his experience in renowned old-school kitchens.	jo@venture.org.nz	No
The Burnt Place Bar & Kitchen	Taranaki	<b>New restaurant in Hāwera.</b>	jo@venture.org.nz	No
The Taranaki Tunnel "Tiki Tour"	Taranaki	All-day tour exploring the backroads of Taranaki stopping at hand dug tunnels and learning about the history of the area.	jo@venture.org.nz	No
Maria Lane Eatery	Whanganui	Exciting laneway restaurant serving delicious fare.	paul.chaplow@whanganuiand partners.nz	No
"That Place" Mountain Bike Park	Whanganui	A new purpose-built mountain bike park next to a remote part of the Whanganui River but only 12km from Whanganui city.	paul.chaplow@whanganuiand partners.nz	No
Martinborough Wine Tours	Wairarapa	Exclusive & informative Martinborough wine tasting tours.	barb@wairarapanz.com	Yes
The Royal Hotel Featherston	Wairarapa	The Royal is historic, and beautifully renovated to create spaces full of character and charm and offers a wide range of facilities.	barb@wairarapanz.com	Yes
Atura Wellington (Hotel)	Wellington	Fresh, comfortable and light accommodation, free WIFI, an <b>exceptional dining experience at Frankie's Bar + Eatery as well</b> as complimentary use of City Fitness Gym Thorndon.	leanne.smith@wellingtonnz.com	Yes
Naumi Wellington	Wellington	After an extensive renovation this 116-room property has transformed into visual feast for the senses, enthralling guests with eclectic spaces inspired from seafaring, the literary world and enduring love.	leanne.smith@wellingtonnz.com	Yes
Pipinui Point	Wellington	Luxury accommodation perched on a cliff 250m above the Tasman Sea and surrounded by nature at every viewpoint.	leanne.smith@wellingtonnz.com	Yes
Ramada by Wyndham Wellington	Wellington	The hotel group also has two more hotels that are due to open later in the year. Microtel by Wyndham is the next one due to open in Q4 21 with 80 rooms.	leanne.smith@wellingtonnz.com	Yes



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Product Name	Region	Description	Contact Details	Commissionable for Trade
Sojourne Apartment Hotel	Wellington	Nestled in a prime location and adorned with refreshing finishes, our Sojourn boutique apartments are for those who prefer relaxed sophistication.	leanne.smith@wellingtonnz.com	Yes
The Intrepid Hotel	Wellington	The Intrepid Hotel is a place for discovery and exploration. Luxury where it matters, and convenience at the heart.	leanne.smith@wellingtonnz.com	No
Wellington Chocolate Factory Masterclasses	Wellington	A two-hour session where you're immersed in all things chocolate.	leanne.smith@wellingtonnz.com	Yes
Wildfinder Kaitoke	Wellington	Choose from bike hire, shuttles, bush walks and white water rafting in the Wellington region.	leanne.smith@wellingtonnz.com	Yes
Blend Premium Winemaker Tour – Marlborough Tour Company	Marlborough	Go behind the scenes in a selected Marlborough winery to become a winemaker for the day. Blend your own bottle of Marlborough Sauvignon Blanc to take home.	courtneys@marlboroughnz.com	Yes
14th Lan Urban Hotel	Marlborough	<b>Marlborough's newest urban retreat, 14th Lane is a fully</b> refurbished heritage building that combines elegant simplicity with the luxury of modern tactile materials.	courtneys@marlboroughnz.com	Yes
Sounds Nature Cruise with Marlborough Tour Company	Marlborough	Join the Sounds Nature Cruise to explore some of the most beautiful and fascinating spots in Queen Charlotte Sound/Tōtaranui.	courtneys@marlboroughnz.com	Yes
Middlehurst Station	Marlborough	Middlehurst Station offers an accommodation oasis in the heart of the Awarere Valley, Marlborough.	courtneys@marlboroughnz.com	Yes
Canyoning Aotearoa	Nelson Tasman	A new canyoning company operating out of the Nelson Lakes National Park and Kahurangi National Park. In winter, experience the Dry Chasm canyoning tour in the Kahurangi. In summer, Hidden Falls at Nelson Lakes is their signature half-day tour.	donna.adlam@nelsontasman.nz	Yes
Glowworm and Forest After Dark Tour at The Brook Waimārama Sanctuary	Nelson Tasman	New product operating in <b>winter only</b> . The Brook Waimārama Sanctuary provides scheduled winter glowworm and forest after-dark tours. Private tours on request.	donna.adlam@nelsontasman.nz	No
Gravity Winery	Nelson Tasman	Gravity Winery is a state-of-the-art gravity-fed winery, the only of its kind in Australasia.	donna.adlam@nelsontasman.nz	Yes
Harvest Kitchen	Nelson Tasman	<b>Harvest Kitchen is Nelson Tasman's newest vineyard</b> restaurant.	donna.adlam@nelsontasman.nz	No
McCashins Tap Room	Nelson Tasman	Previously McCashins Kitchen & Bar, the McCashins Tap Room is now under new ownership.	donna.adlam@nelsontasman.nz	No

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Product Name	Region	Description	Contact Details	Commissionable for Trade
Nelson City Centre ArtWalk	Nelson Tasman	An outdoor art gallery in the streets, with 21+ artworks by some <b>of Nelson's most celebrated artists adorning city buildings.</b>	donna.adlam@nelsontasman.nz	No
Nelson Classic Car Museum	Nelson Tasman	Showcasing over 150 vintage, veteran and classic cars the museum has designed an exceptional experience around history. There is also a new cafe called the Little Engine Eatery.	donna.adlam@nelsontasman.nz	Yes
Pihopa Retreat	Nelson Tasman	Pihopa Retreat is the regions newest luxury accommodation offering nestled amongst a beautiful park-like setting.	donna.adlam@nelsontasman.nz	Yes
Zero Carbon Itinerary	Nelson Tasman	<b>We have launched what we believe is New Zealand's first zero carbon itinerary.</b> It includes a range of experiences and accommodation offerings, showcasing the vast number of businesses in Nelson Tasman that have achieved Zero Carbon/Climate Positive certification and providing inspiration for light footprint holidays.	donna.adlam@nelsontasman.nz	Yes
Bernies Diner & Harmons Motor Museum	Kaikōura	American Style Diner at <b>the Harmon's Motor Museum.</b>	luci@kaikoura.co.nz	No
Flo and Co. Cafe	Kaikōura	Family-owned and operated cafe on <b>Kaikoura's</b> Main Street.	luci@kaikoura.co.nz	No
Hapuku Kitchen	Kaikōura	Hapuku Kitchen is focused on reconnecting the kitchen to the land and sea, celebrating the abundant larder nature has to offer - taking inspiration from <b>the wild Kaikōura landscape.</b>	luci@kaikoura.co.nz	Yes
Trial helicopter flights	Kaikōura	<b>Have you ever wondered what it's like to be behind the controls</b> of a helicopter? Trial helicopter flights.	luci@kaikoura.co.nz	Yes
Amberley Hotel	Hurunui	Refurbished 11 room hotel complete with new restaurant and bar.	shane@hanmersprings.co.nz	No
Haslefree Tours Molesworth Tour	Hurunui	This guided tour using 4x4 off-road buses, transports visitors <b>through New Zealand's largest high-country station.</b>	shane@hanmersprings.co.nz	Yes
Island Hills Station Walking Track	Hurunui	Island Hills Station offers self-guided or guided experiences on a private tramping trail through a diverse range of landscapes.	shane@hanmersprings.co.nz	Yes
Tombstone Mountain Bike Trail	Hurunui	The Tombstone trail is a thrilling 4km, advanced, technical single-track with steep climbs, amazing views, and exciting downhill.	shane@hanmersprings.co.nz	No
Between the Vines	Canterbury	North Canterbury Helicopter Winery Tour.	james.brickland@christchurchnz.com	Yes
Eliza's Manor	Canterbury	Recently renovated and under new management.	james.brickland@christchurchnz.com	Yes

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Product Name	Region	Description	Contact Details	Commissionable for Trade
Kaikoura and Molesworth High Country Cycle – Operated by Adventure South	Canterbury	Ride a new cycle trail in the emerging wine-growing district of Waipara Valley, journey through the vast Molesworth Station, then enjoy a soak in the therapeutic thermal pools at Hanmer Springs.	james.brickland@christchurchnz.com	Yes
Ōpuke Thermal Pools & Spa	Canterbury	Ōpuke Thermal Pools and Spa is a new wellness destination in Methven Canterbury, just an hour out of Christchurch City.	james.brickland@christchurchnz.com	Yes
Ravenscar House Museum Gallery and Home	Canterbury	Step inside to discover works by well-known New Zealand artists, displayed in the tranquil domestic setting of this new Ravenscar House.	james.brickland@christchurchnz.com	No
Betsey Jane	West Coast	Betsey Jane is a new bar & eatery in Fox Glacier	geraldine@dwc.org.nz	Yes
Coastwide Helicopters – Paparoa Track Heli Bike Lift	West Coast	Get your bike adventure off to a flying start with a heli bike lift.	geraldine@dwc.org.nz	Yes
Glacier Heli Hike	West Coast	<b>This new heli hike is ‘out of this world’ and putting people on ice that hasn’t been achievable</b> in the last 20 years! This tour is operated by The Helicopter Line, with guided services provided by Franz Josef Glacier Guides.	geraldine@dwc.org.nz	Yes
Lake Brunner Lodge	West Coast	New owners at Lake Brunner Lodge	geraldine@dwc.org.nz	Yes
Paparoa Guided Walk	West Coast	Our all-inclusive guided trip includes transfers, accommodation, catering, and camping equipment.	geraldine@dwc.org.nz	Yes
The Greymouth Grill	West Coast	New Eatery & Brewery in Greymouth.	geraldine@dwc.org.nz	Yes
Cross Hill Lodge & Domes	Lake Wānaka	Cross Hill Lodge and Domes features six geodesic domes to create cocoon-like sleeping pods in a natural park like setting on the shores of Lake Hawea.	gizelle@wanaka.co.nz	Yes
Forage and Feast	Lake Wānaka	Forage & Feast is a celebration of food, and our food is a celebration of our people.	gizelle@wanaka.co.nz	Yes
Mutton Bird	Lake Wānaka	Restaurant run by two young chefs offering dishes that highlight the farmers and producers of Otago.	gizelle@wanaka.co.nz	No
The Lindis Group - Mt Ithsmus	Lake Wānaka	Introducing Mt Ithsmus by The Lindis Group. An exceptional sole use premium villa experience. Opened 1st December 2020	gizelle@wanaka.co.nz	Yes
Lil Red at QT	Queenstown	Lil Red is a swish new spot tucked away on level six of the QT. Here we unwind hearthside in cheeky chalet chic.	kirann@queenstownNZ.nz	No
Casa Nova House	Waitaki	A luxury bed and breakfast experience in a historic Oamaru stone mansion.	natalie@waitakinz.com	No

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Product Name	Region	Description	Contact Details	Commissionable for Trade
Nest Tree Houses	Waitaki	A luxury treehouse experience (complete with sauna) perched high amongst the branches overlooking the dramatic Hakataramea Valley.	natalie@waitakinz.com	No
Animal Arc Petting Zoo in Mosgiel	Dunedin	A 'petting zoo' farm park experience where visitors can feed & interact with our many friendly animals.	Sarah.Ewing@dcc.govt.nz	No
Bell Hill Apartments	Dunedin	Bell Hill Apartments provide a calm, unruffled historically captivating stay, and authentic Dunedin experience.	Sarah.Ewing@dcc.govt.nz	Yes
The Burlington Dunedin (Hotel)	Dunedin	Luxurious, boutique accommodation and meeting room in the heart of Dunedin.	Sarah.Ewing@dcc.govt.nz	Yes
EBB Dunedin (Hotel)	Dunedin	A boutique hotel that provides relaxed luxury.	Sarah.Ewing@dcc.govt.nz	Yes
Fable Dunedin (Hotel)	Dunedin	When CPG created Fable, we dreamt of elevating boutique hotels to another place, with bespoke experiences that offer <b>more than simply a luxurious place to lay one's head.</b>	Sarah.Ewing@dcc.govt.nz	Yes
Horizon City Sights Tour with High Tea	Dunedin	Guided tour of <b>Dunedin city's iconic buildings and landmarks</b> , that finishes with a decadent High Tea at The Press Club at Fable Hotel.	Sarah.Ewing@dcc.govt.nz	Yes
Ice bumper cars at the Dunedin Ice Stadium	Dunedin	Unlike the more traditional bumper car, the ice bumper car experience is very fluid because the slippery surface allows for the cars to bump and slide.	Sarah.Ewing@dcc.govt.nz	No
Monarch - Royal Tour	Dunedin	Premium guided and catered full-day tour to the Otago Peninsula and Royal Albatross Centre. Visit Penguin Place then board Monarch Wildlife Cruise, for a breath-taking cruise on the harbour.	Sarah.Ewing@dcc.govt.nz	Yes
Otago Peninsula Cycleway	Dunedin	The Otago Harbour cycleway runs from the city along the harbour side of the Otago Peninsula to Portobello. As an optional add-on you can cross the Harbour at Portobello by Ferry to Port Chalmers- bookings are essential. From Port Chalmers ride back to Dunedin on the West Harbour cycleway.	Sarah.Ewing@dcc.govt.nz	No
Resistance Climbing Gym – Bouldering	Dunedin	We have a variety of different graded climbing routes that you can try out – <b>they're all colour-coded</b> to make it easy to follow.	Sarah.Ewing@dcc.govt.nz	No
Steamer Basin Craft Brewery	Dunedin	A stylish new taproom has been created in their new Bond Street laneway premises. Steamer Basin brews using low-tech, traditional methods to make well-balanced beer.	Sarah.Ewing@dcc.govt.nz	No

## New Operators and Products *(Jan 2020 onwards)*

Product Name	Region	Description	Contact Details	Commissionable for Trade
Wal's Plant and Funland Living Hedge Maze	Dunedin	Discover fun challenges to complete as visitors make their way around the 50mx50m living Maze.	Sarah.Ewing@dcc.govt.nz	No
The Cloudy Bay Shed	Central Otago	Nestled between the bronzed hills of our Northburn Vineyard and the splendid Lake Dunstan, our Central Otago Cellar Door showcases the full range of Cloudy Bay wines. In winter, the burning fireplaces invite visitors to enjoy a tasting flight in a cozy and warm atmosphere whereas in summer our breath-taking outdoor spaces appeal to those wishing to indulge in a moment of relaxation. A lunch menu is also available to pair with our wines.	jenny.worth@codc.govt.nz	Yes
Gore Streets Art Trail	Southland	<b>Take a tour of Gore's</b> CBD and discover the work of New Zealand's best mural and street artists. Eight bold and beautiful murals are part of the Streets Alive programme that form an art walking trail	kate@greatsouth.nz	No
Gravity Fishing	Southland	Guided fishing experience that offers visitors an authentic fishing and foodie adventure in and around the pristine waters of Rakiura Stewart Island.	kate@greatsouth.nz	Yes
Twinkle Dark Sky Tours	Southland	From craters on the moon to the centre of the galaxy, a Twinkle Dark Sky Tour will show you some of the most stunning sites in our solar system and the larger cosmos right from the most southern Dark Sky Sanctuary in the world - Rakiura Stewart Island.	kate@greatsouth.nz	Yes

# OPERATOR CLOSURES





**Qualmarked Operator closure due to COVID-19** *(since March 2020)**These products have been removed from newzealand.com*

Company Name	Region	Date of Closure	Operator Type	Notes
Adventure Capital	Auckland	1/10/2021	Activity	Closed
Aerius Limited - Aerius Helicopters	Bay of Plenty	30/11/2020	Transport	Closed
Akaroa Shuttle	Canterbury	10/06/2020	Visitor Service	Closed
Alexandra i-SITE	Central Otago	9/06/2020	i-SITE	Closed
All Stars Group Ltd	Auckland	28/06/2021	Visitor Service	Closed
Amazing Day Tours	Bay of Plenty	2/10/2021	Visitor Service	Closed
Amora Hotel Auckland	Auckland	3/8/2020	Hotel	Closed
Aoliday NZ Limited	Wellington	26/05/2021	Visitor Service	Closed
Aotea Gifts Dunedin	Dunedin	17/06/2021	Visitor Service	Closed
Aquapackers	Nelson	11/05/2021	Visitor Activity	Closed
Arahura Greenstone Tour	West Coast	6/04/2020	Visitor Activity	Closed
ATT Travel Service Limited	Auckland	23/07/2020	Visitor Service	Closed
Auckland Adventure Jet	Auckland	1/10/2021	Visitor Activity	Closed
Auckland i-SITE Visitor Information Centre - Princess Wharf	Auckland	10/09/2020	i-SITE	Closed
Aus Rocks Ltd	Auckland	15/09/2020	Visitor Service	Closed
Awing Travel NZ Limited	Christchurch	24/02/2021	Visitor Transport	Closed
Beatnik Motorsport Ltd	Marlborough	3/09/2020	Visitor Activity	Closed
Bellbird Lodge	Dunedin	4/05/2020	Lodge	Closed
Best Coach Limited	Auckland	30/04/2021	Visitor Transport	Closed
Big Kiwi Souvenir Shop	Auckland	22/02/2021	Visitor Service	Closed
Brancott Estate Cellar Door and Restaurant	Marlborough	30/11/2020	30/11/2020	Private Functions Only

**Qualmarked Operator closure due to COVID-19** *(since March 2020)**These products have been removed from newzealand.com*

Company Name	Region	Date of Closure	Operator Type	Notes
Carrington Limousines & Tours	Hamilton & Waikato	16/02/2021	Visitor Transport	Closed
Christchurch Airport i-SITE Visitor Information Centre	Christchurch	10/09/2020	i-SITE	Closed
Christchurch i-SITE Visitor Information Centre	Christchurch	10/09/2020	i-SITE	Closed
Coast To Coast Tours	Auckland	28/06/2021	Visitor Service	Closed
Corporate Tours	-	25/02/2021	Visitor Transport	Closed
Cromwell i-SITE	Central Otago	9/06/2020	i-SITE	Closed
Davidsfun International Travel Ltd	Auckland	18/05/2021	Visitor Transport	Closed
Dixon Travel & Tour Pty Ltd	-	24/01/2021	Visitor Service	Hibernation
DJ Travel Ltd	Dunedin	26/02/2020	Visitor Service	Closed
Duke Motel	Northland	28/02/82020	Motel	Selling as private apartments
Dunedin Railways	Dunedin	1/08/2020	Visitor Activity	Closed
Dunedin Segway	Dunedin	25/03/2020	Visitor Activity	Closed
Europcar - Tauranga Airport	Bay of Plenty	21/01/2021	Visitor Transport	Closed
Experience New Zealand Travel Ltd	Wellington	19/04/2021	Visitor Service	Closed
Ezy Driver Ltd	Auckland	28/06/2021	Visitor Service	Closed
Fern Holiday NZ Ltd	-	19/04/2021	Visitor Transport	Closed
Fernleaf Farmstay Bed & Breakfast	Ruapehu	12/01/2021	B&B	Closed
Flying Horse Travel Ltd	Auckland	29/10/2020	Visitor Service	Closed
Franz Josef i-SITE	West Coast	9/06/2020	i-SITE	Closed
Freedom Tourism	Auckland	12/02/2021	Visitor Service	Closed
Go Orange 4WD - Queenstown	Queenstown	2/10/2021	Visitor Activity	Closing

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Company Name	Region	Date of Closure	Operator Type	Notes
Goeswell International Ltd	Auckland	11/12/2020	Visitor Service	Closed
He Tangata Ltd	Christchurch	1/05/2020	Visitor Activity	Closed
Heritage Hanmer Springs	Hurunui	26/05/2020	Hotel	Closed
Invercargill i-SITE	Southland	9/02/2021	i-SITE	Closed
Kings Tours and Events Management Co. Ltd.	Rotorua	10/06/2020	Visitor Service	Closed
Kuoni	-	24/02/2021	Visitor Service	Closed
Little Bridge Travel	Auckland	30/04/2021	Visitor Service	Closed
LoCol Enterprises Ltd	Bay of Plenty	11/05/2021	Visitor Service	Closed
Manapouri Underground Power Station Tours (Real Journeys)	Fiordland	1/08/2021	Visitor Activity	Closed
Mediland Pharm NZ Ltd	Auckland	28/06/2021	Visitor Service	Closed
Mediterranean Motel	Kaikōura	7/04/2021	Motel	Closed
Methven i-SITE	Canterbury	26/06/2020	i-SITE	Closed
Methven Resort Hotel	Canterbury	9/06/2020	Hotel	Closing
Mountain Air Limited	Ruapehu	16/04/2021	Visitor Activity	Closed
Murchison Heli Tours	Nelson Tasman	2/10/2021	Visitor Activity	Closed
Naturally New Zealand	Christchurch	11/12/2020	Visitor Service	Closed
Nature Guides Otago	Dunedin	7/07/2020	Visitor Activity	Closed
New Zealand International Commercial Pilot Academy	Whanganui	19/03/2021	Visitor Activity	Closed
Newsun Tours Ltd	Auckland	1/10/2021	Visitor Activity	Closed
NTB Travel	Auckland	8/10/2020	Visitor Service	Closed
NZ Sky International Ltd	Auckland	18/05/2021	Visitor Service	Closed

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Company Name	Region	Date of Closure	Operator Type	Notes
NZ Transfers and Tours	Auckland	16/04/2021	Visitor Transport	Closed
Oamaru i-SITE	Waitaki	9/06/2020	i-SITE	Closed
Ocean Terminal Ltd	Auckland	30/04/2021	Visitor Service	Closed
Papatuanuku Earth Mother Tours	Northland	-	Visitor Activity	Closed
Pilgrim's Rest B&B	Northland	26/08/2020	B&B	Closed
Pure NZ International Travel Service Limited	Auckland	1/07/2021	Visitor Service	Closed
Quay to NZ Souvenirs - Auckland	Auckland	8/03/2021	Visitor Service	Closed
Raglan i-SITE	Hamilton & Waikato	30/06/2020	i-SITE	Closed
Rangitata Rafts	Canterbury	11/05/2021	Visitor Activity	Closed
Red Bus	Christchurch	11/05/2021	Visitor Service	Closed
Reefton i-SITE Visitor Information Centre	West Coast	1/10/2021	i-SITE/Visitor Activity	Closed
Roera 2004 Ltd t/a Kinaki NZ	Rotorua	11/05/2021	Visitor Activity	Closed
Russell Top 10 Holiday Park	Northland	1/07/2021	Holiday Park	Closed
Simply New Zealand - Napier	Hawke's Bay	16/03/2021	Visitor Service	Closed
Skydive Taupo Ltd	<b>Taupō</b>	15/09/2020	Visitor Activity	Closed
Takutai & Whenua Ltd T/A Coastal & Country	Northland	28/04/2020	Visitor Activity	Closed
Te Kauri Marae Experiences	Waikato	1/10/2020	Visitor Activity	Closed
Te Koha Lodge	Northland	28/04/2020	Boutique & Lodge	Closed
The Old Kaikoura Winery	<b>Kaikōura</b>	11/03/2021	Visitor Activity	Closed
The Resurgence Luxury Eco Lodge	Nelson	18/05/2021	Boutique & Lodge	Closed
Thermal Land Shuttle	Rotorua	2/10/2021	Visitor Activity	Closed

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Company Name	Region	Date of Closure	Operator Type	Notes
Travel With Us	Auckland	10/03/2020	Visitor Activity	Closed
Travellust Ltd	-	24/01/2022	Visitor Service	Hibernation
Voyager Tours Ltd	Auckland	31/08/2020	Visitor Service	Closing
Waiouru i-SITE Visitor Centre	Ruapehu	6/04/2020	i-SITE	Closed
Waitomo Lodge	Hamilton & Waikato	21/07/2020	Motel	Closed
Waka Voyagers	Gisborne	1/10/2021	Visitor Activity	Closed
Whitestone City	Waitaki	25/03/2020	Visitor Activity	Closed
WHY Retreat Limited	Northland	1/10/2021	Visitor Activity	Closed
Winchester Travel Ltd	Auckland	22/02/2021	Visitor Service	Closed
<b>WOW® World of WearableArt™ Museum</b>	Nelson	14/01/2021	Visitor Activity	Closed
YHA Auckland City	Auckland	19/11/2020	Backpacker	Closing
YHA Christchurch Rolleston House	Christchurch	19/11/2020	Backpacker	Closing
Zhong Tong Coach Holding Pty Limited	-	24/01/2022	Visitor Transport	Hibernation

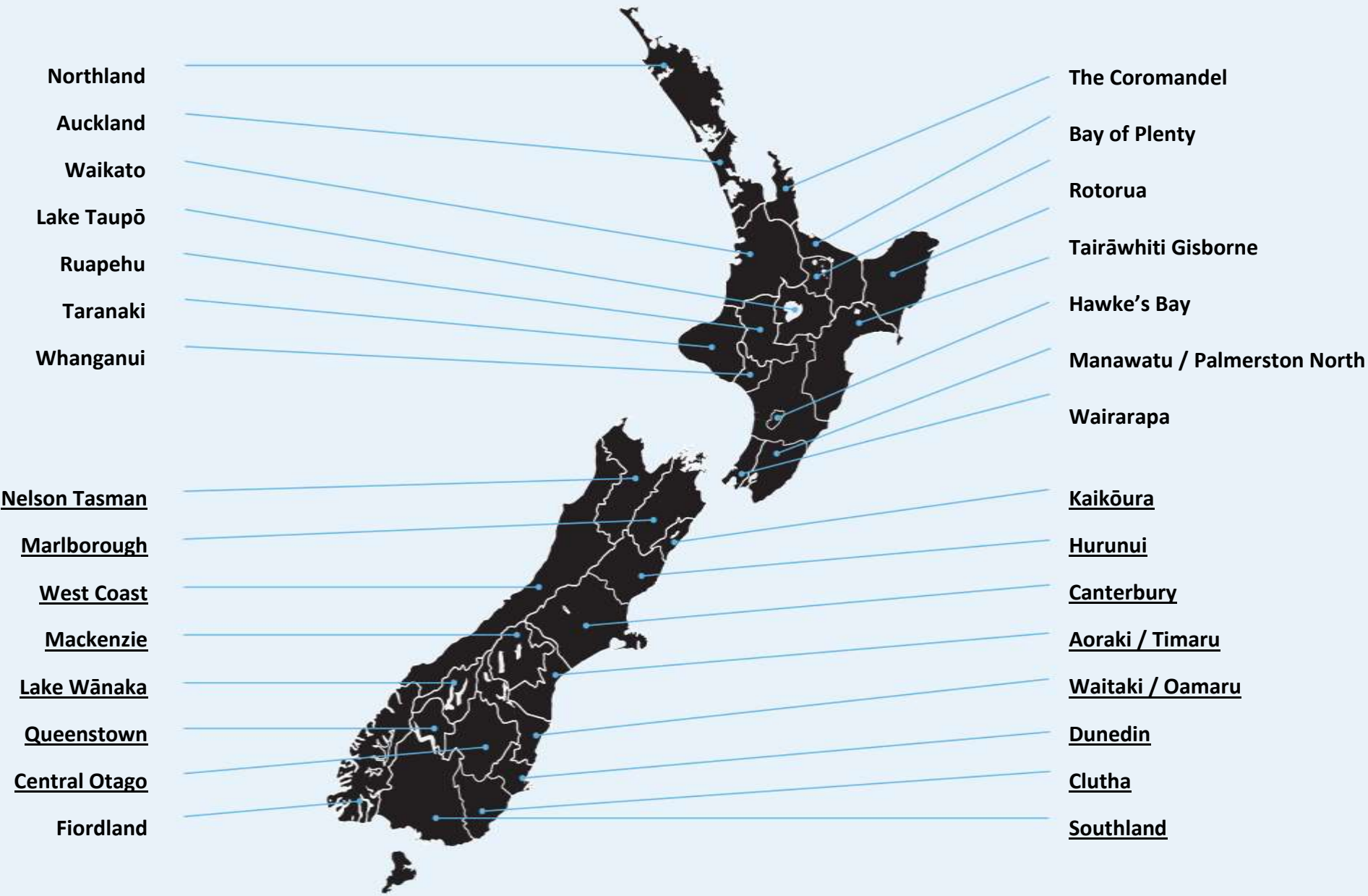


# REGIONAL TOURISM ORGANISATIONS (RTOS)





**Regional Tourism Operators (RTOs).** For the latest Regional toolkit click [here](#). For further information on specific regions click on the region below.



**QUALMARK  
COVID CLEAN  
APPROVED**







Qualmark, New Zealand tourism's official quality assurance organisation, has a new assessment developed exclusively for its members. The COVID Clean Approved assessment demonstrates to visitors that appropriate standards have been met in line with the New Zealand Government's COVID-19 guidelines.

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#### Overview

The COVID Clean Approved self-assessment was developed with review from the World Travel & Tourism Council (WTTC) to align common global standards that will support the safety of New Zealand tourism operators and travellers as the sector shifts to a new normal.

The assessment offers information and checklists, compiled by Qualmark, to help operators adhere to the New Zealand Government's COVID-19 guidelines.

#### Who can complete the assessment?

The COVID Clean Approved assessment is available to New Zealand tourism operators that are current Qualmark members. It is compulsory for all Qualmark members to complete, and there is no charge associated with gaining the resulting certification.

#### How can I check if a Qualmark member has completed the assessment?

Tourism New Zealand's consumer website, [newzealand.com](https://newzealand.com), displays the [COVID Clean Approved logo](#) on the online listings of operators that have passed the assessment.

#### Is this certificate formally recognised?

Qualmark has been awarded a global Safe Travels Stamp by the World Travel & Tourism Council. The Safe Travels Stamp is the world's first ever global safety and hygiene stamp for travel and tourism, designed specifically to address COVID-19 and similar outbreaks.

As a global Safe Travels ambassador, Qualmark has the authority to issue the Safe Travels stamp, on request, to its operators who pass the COVID Clean Approved assessment.

#### Where can I get more information?

More details are available on the Qualmark [website](#) and [Frequently Asked Questions](#). You can contact our team with any questions by emailing [enquiries@qualmark.co.nz](mailto:enquiries@qualmark.co.nz)



# Ngā Mihi

## Contact

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